

## Partners For Improvement in Islington



### Minutes of the Joint PFI 1 and PFI 2 Residents Forums Meeting 17 May 2007

---

#### **PRESENT:**

**Forum members:** Georgina Galliers (GG)  
Muriel Duncan (MD)  
Sally Ingrey (SI)  
Leigh Norgrove (LN)  
Chris Radway (CR)  
Shirley Bryant (SB)  
Suzanne Bryant (SB)  
Susanne Lamido (SL)  
Chris Matthews (CM)

**Partners:** Katrina Dalby (KD)  
Mike Edmunds (ME)  
Ami-Anne Spring (AS)

**Partners Works Team:** Lawrence Wakeman (LW)  
Liz Voss (LV)

**HFI:** Eamon McGoldrick (EM)  
Ivan Willis (IW)  
Eileen Abbott (EA)

---

#### **APOLOGIES:**

**Forum members:** Rosemary Hilton  
Helen Crawford  
Comfort-Ofosu-Mintah  
Dave Gorman

**Partners:** Ed Butler  
Tom Irvine

---

---

**Welcomes, apologies, introductions**

All were welcomed to the joint meeting and introductions were made.

Apologies received from Helen Crawford, Chris Radford, Rosemary Hilton, Comfort Ofofu-Mintah, Ed Butler, Tom Irvine and Dave Gorman.

GG explains that due to personal matters Ed Butler and Tom Irvine are unable to attend tonight's meeting.

GG explains that as there is not a quorum on either the PFI 1 or PFI 2 forums, tonight's meeting will finish early as no decisions can be made, GG will chair and hand over to SL for PFI2 issues.

---

**1. Minutes and Matters Arising from last PFI 1 Forum meeting.**

KD runs through actions points taken from the PFI 1 meeting held on 15<sup>th</sup> March 2007.

All complete except:

EA is still investigating the gap between interim and full dwellings.

---

**2. Minutes and Matters Arising from last PFI 2 Forum meeting.**

KD runs through action points taken from the PFI 2 meeting held on 8<sup>th</sup> March 2007.

All Complete

---

### **3. Feedback on joint meeting of 20<sup>th</sup> April 2007 and update in Residents Forum Election**

KD thanks those who attending the joint meeting and explains that it was very constructive. The residents news letter featuring election information and application details has now been sent out, but if you have not received one then please take one this evening. Please contact the Quality Team if you have any questions regarding this.

SL points out that there is no e-mail address on the newsletter, for people to apply via e-mail.

KD thanks SL for feedback.

---

### **4. HFI / LBI Consultative Panels Reports May 2007.**

EM explains that as a result of feedback from previous meetings, and due to there not being a quorum on either forum, that he will run through these papers without going in to too much detail.

#### **Respect Agenda –**

This initiative has been set up by the government and is aimed at Housing Organisations, with a view to tackling anti-social and unacceptable behaviour.

HFI will formally sign up to the Respect Standard on 17<sup>th</sup> July 2007. They now have an ASB out of hours service, which is currently reaching 75% of call outs within 45 minutes. There is a high demand for this service, with a number of Housing Organisations looking at buying in to it.

EA - This is something that Partners can get involved in.

IW – I was expecting Ed to deliver a paper on Partners respect agenda this evening.

KD – I will feed this back to Ed.

SL – I think Partners should adopt this standard.

#### **Tenants Compact –**

EM explains that once Partners residents and Partners have decided on the future of the Residents Forum the Consultation Structure at HFI will be amended.

HFI are currently looking to create a register for more tenants to be

---

---

involved in decision making, aside from being a member of Board/TRAs. It is recognised that tenants often don't have the time to devote to attend meetings, therefore other ways of getting involved are being developed, for example via e-mail and phone.

SL – I think there are too many separate groups.

EM – I will feed this back to HFI.

### **Board Decision Items -**

EM explains that the main issue raised was Equality and Diversity. The Board committee came to assess the accessibility at HFI and said that overall it is of a good standard, although there is room for improvement, disabled access is an example.

LN – You also need to look at accessibility for people who work.

SL – I think there should be a tenant audit as soon as someone takes up residency at a property, as opposed to spot checks. This way you will have all the information that you need on a tenant straight away, for example what nationality they are, if they have any disabilities.

EM – An example of how things can improve is the leaflets that we have. They state in various languages that if you would a copy of the leaflet in a particular language then this can be arranged, however it does not state what the leaflet is about.

### **HFI Update –**

EM explains that previously if a petition was handed to HFI, the person at the top of the petition would be the only person to get a response. It has now been decided that all people who have signed the petition and provided a name and address will receive a response, this is in line with a new council procedure.

EM explains that HFI are in the process of changing over 25000 aerials in their properties from analogue to digital, this will be approximately 150 properties per week. Residents will have channels 1-5, all free digital channels and any extras that they purchase themselves. This is not applicable for street properties as they do not have communal aerials installed by the council and there is no service charge for this facility.

EM explains that HFI are involved in a new initiative within London to create larger family homes. They will be converting some large street properties that are currently separated in to flats back in to 5 and 6 bedroom houses as there is a need for this.

EM explains that it was decided the members of the boards would not receive an allowance and that their contribution will remain on a

---

voluntary basis. The size of the board is staying the same and the Chief Executive will not be joining the board.

---

#### **5. "Performance at a Glance" for PFI 1 and PFI 2.**

KD runs through Performance at a Glance for both PFI 1 and PFI 2, and asks the group if there are any questions?

EA – I would like to point out that it is actually 25 days for re-letting properties, not 30 days as the paper suggests.

KD – I will let Ed / Tom know about this.

LN – There are still issues with the phone lines and customer service. The figures in this report state that 98.7% of calls are answered within 6 rings, however you are put straight on hold. I was put on hold 3 times today, the statistics are misleading.

---

#### **6. HFI Comments on Partners Performance for PFI 1 and PFI 2.**

As per residents' request there was no discussion on HFI's comments on Partners Performance.

EA – There is an error here regarding the target for refurbishing voids, this is 25 days not as it's written in the papers.

EA – Regarding the dip in satisfaction that was discussed in the last meeting, the dip that occurred between January and March 2007, was a result of the following; Standard of work, Length of time work was taking, Consultation periods. Since the action plan was produced satisfaction levels have improved.

IW – An independent surveyor inspected 10 of the first Round 1 properties refurbished by Partners, they scored 6.6 and Round scored similar figures. A reason that the score was not higher was that the properties were inspected before the asset manager had signed them off. There were a few issues that would have been picked up on by the asset manager in the first instance, for example un-vented gas meters. There is scope for improvement, we may engage another surveyor and compare the results.

LW – I am fine with that, as the properties were inspected before the asset manager had checked them.

IW – Satisfaction figures are higher in Round 1 than in Round 2, although the methods for collecting data are different for each round.

---

#### **7. Works Team Update**

---

---

SL – As PFI 2 have had problems with Works start dates, can you please publicise on the website what the new dates are. There are a lot of people who want to know when they are going to be refurbished.

LW – The programme has changed, though now the next 6 months are fully booked up. We will publicise the Round 2 dates when they are stabilised.

SB – My daughter has had 4 different dates.

LV – The dates shouldn't be that different, they should be within a few months of each other.

LW – We were waiting for Section 20 notices to be served to Leaseholders.

SL – Can the website be updated?

KD – I will let you know.

LN – Is it a requirement for gas meter cupboards to be vented?

LW – This depends on the size, but it should be vented.

LN – I know of properties where gas meters are not vented.

LW – For as long as I have been at Partners gas meters have been vented. The asset manager checks the vents.

---

## **8. Partners Residents Day**

AS explains that Partners are going to hold Residents Day in the summer this year and we would like feedback from residents regarding the last fun day held in 2004, along with any ideas they may have for this years fun day. Please can you pass any ideas that you may have on to the Quality Team.

GG – The last fun day was held in June and was ruined by the weather as it rained all day.

AS – This is the type of feedback that we need, we can try to avoid that happening again by picking a venue that has an indoor area as well as an outdoor area.

LW – The last fun day was held in the Almorah Community Centre, all teams were there and there were lots of residents, it was a really successful day. A local school hall would be a good venue, were this is a field as well as an indoor area.

---

---

## **9. Any Other Business**

GG – Can you ask Tom for a date by which he wants our ideas for the Residents fun day, also the date and venue of the actual day?

AS – Ideas are welcome straight away. Once we have had a meeting and decided on the date and venue we will let you know.

SL – I think we should run a recycling article in the Residents News Letter to make people more aware, you could also have a reply card for people to report any problems that they know of to do with recycling.

CR – You should speak to the Council if you need information on recycling.

EM – You can add the names of staff at the Council who deal with recycling everyday.

CR – We need more publicity on recycling if we are trying to get more people involved, it's too complicated.

EM – You could invite Matthew Homer from the Council to the Residents Forum to speak about these issues.

KD – Are there any questions for Mike, from the Leasehold team?

LN – Better late than never.

ME – I shall be coming to these meetings more regularly.

CR – I am aware that Partners have to pay the overheads as a result of the LVT, are you planning to appeal?

ME – We will be writing to you soon, our main concern is to work with Leaseholders. Although we don't necessarily agree with the decision, it is unlikely that we will be appealing, this can take a year to 18 months and we need to look at the reality. We are hoping to meet in June.

---

**The meeting closed at 7.30pm**

**Date of next forum meetings –  
PFI 1 – 17<sup>th</sup> July 2007  
PFI 2 - 12<sup>th</sup> July 2007**

---